

911 Call Answer Time Not w/in 20 Seconds Emergency Services

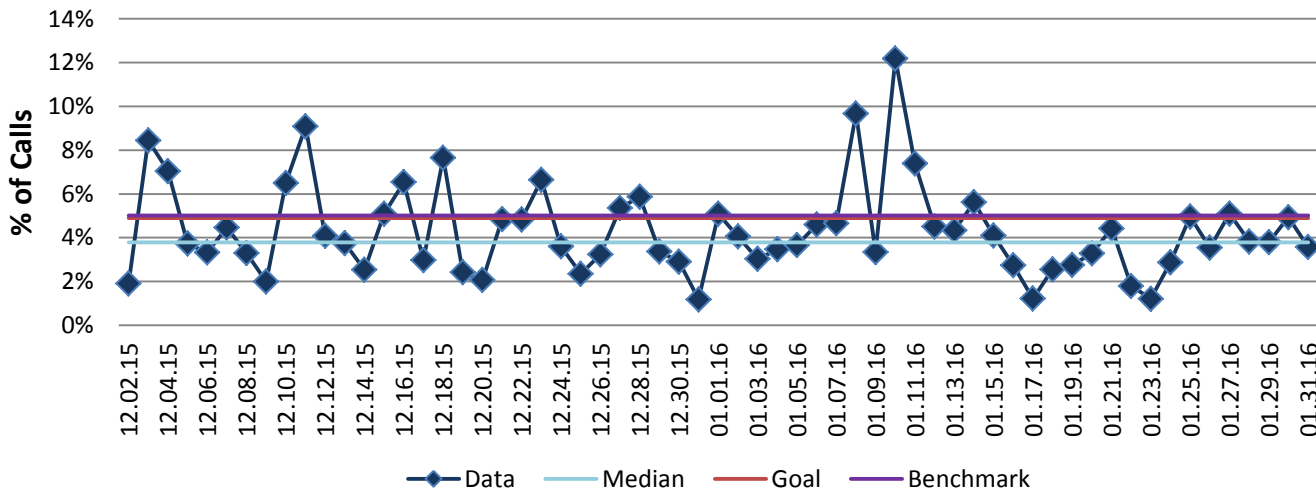


KPI Owner: Angela Downes

Process: Receive, Process and Answer 911 Calls

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: Sept '14 - 3% of calls not w/in 20 sec Goal: No more than 5% of calls are answered outside of target time of 20 seconds Total Opportunities: 110,436 Benchmark: 95% of 911 calls answered in 20 sec		Data Source: Cassidian Goal Source: Dept Management Team Benchmark Source: NENA	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: The percentage of 911 calls that were not answered by a 911 call taker within 20 seconds Why Measure: Help enable the quickest possible response to emergency calls Next Improvement Step: Continue to monitor and diagnose		
How Are We Doing?					
01.01.16-01.31.16 1 Month Goal	01.01.16-01.31.16 1 Month Average		01.31.16 Goal	01.31.16 Actual	
5%	4%		5%	4%	
% of Calls	% of Calls		% of Calls	% of Calls	

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Root cause analysis is not necessary because there is no gap between current performance and the goal.